



PEOPLECERT

ITIL-4-DITS Exam

ITIL 4 Leader: Digital & IT Strategy Exam

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Question 1. (Single Select)

Which parallel model is based on using the Income generated by an existing business model to fund a new digital business model until can fund itself?

- A: Cannibalism
- B: Erosion
- C: Concurrence
- D: synergism

Correct Answer: D

Question 2. (Single Select)

An organization wants to ensure that all Key stakeholders are aware of the strategic direction and support it. What is the MOST approach to achieve this?

- A: Deliver compulsory strategic awareness sessions regularly
- B: Ensure there is one common communication channel for the strategy
- C: Utilize metrics to ensure stall comply with the strategy
- D: Tallor strategic communications to the stakeholders preferences

Correct Answer: D

Question 3. (Single Select)

An insurance company generates sales from its website, from agents in a call center, and from third parties working for other financial service organizations. The product is very product is very popular and users are generally satisfied. The organization regularly collects and analysis data

about service consumers, and this shows users have different levels of satisfaction, depending on how the product was sold.

What should the insurance company consider NEXT to help resolve the situation?

- A: Market relevance
- B: Omnichannel delivery
- C: Customer analytics
- D: Customer feedback

Correct Answer: B

Question 4. (Single Select)

An organization has identified three initiatives to support a digital transformation strategy:

1. Upgrading technology
- 2 Adopting new software development approaches
3. Changing the structure of teams and departments

The project, management office has been tasked with Identifying and developing the business case(s) needed to review these initiatives

Which is the BEST approach to take when creating the business case(s)?

- A: Create one single business case that provides justification for all three initiatives
- B: Create one business case for the technology upgrade, and another for the remaining Initiatives
- C: Create three different business cases providing justification for each Initiative
- D: Create one business case for the organizational change, and another for the remaining Initiatives

Correct Answer: C

Question 5. (Single Select)

An organization identified activities that are performed by many different people who follow detailed procedures to ensure they carry out all the steps. The procedures are very clear, and if staff follow the exact steps in the procedure then the results are always good, but this takes a lot of time.

- A: Simple automation
- B: Complex automation
- C: Intelligent automation
- D: Technology replacement modernization

Correct Answer: A



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